



USER GUIDE AND TEMPLATE:

SERVICE LEVEL AGREEMENT (SLA)

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1 INTRODUCTION

This Service Level Agreement (SLA) covers the delivery and support of the services to the levels described within this agreement. As a contractual document, it provides the customer with the assurance of quality services that will be consistently provided as documented herein.

This SLA complements any existing company policies and procedures; it does not seek to replace them. This guidance document provides assistance on using the *SLA Template – Document Number: TEMPLATE-100-1*.

This is part of the overall IT Service Management toolkit which contains a library of useful materials. For further information, have a look at our website – www.ciotoolkit.com and do check back regularly, as new content is being added on a monthly basis. To register on the monthly mailing list, send an email with the subject line 'Subscribe' to mail@ciotoolkit.com.

1.1 ISO/IEC 20000 REQUIREMENTS

The guidance provided here also has been developed based upon the IT Infrastructure Library (ITIL) 2011 update as its reference point. In addition, the template is written to reflect the requirements from the ISO/IEC 20000 Standard.

1.2 BACKGROUND TO SERVICE LEVEL AGREEMENTS

This section provides a brief and useful overview on Service Level Agreements.

The *Service Level Agreement (SLA)* is a binding document between an internal IT Service Provider and the Customers of IT Services. The 'Customer' can also be the users, however the role is held by a senior representative within the sponsoring organisation who represent the users and their interests.

The SLA describes the services and support to be provided, the levels agreed and roles and responsibilities of both the service provider and also the customers/users.

The service provider, before committing to SLA thresholds must first capture the customer requirements. After this the service provider needs to ensure they have the internal capabilities and external support to a level sufficient to meet these customer required SLA targets.

Those internal agreements are documented in *Operational Level Agreements (OLAs)* and the agreements with third-party suppliers are called *Contracts*.

1.3 PROCESS FOR SERVICE LEVEL MANAGEMENT (SLM)

The process behind the creation and management of SLAs is called Service Level Management (SLM). The summarised or high level process for SLM can be shown in the diagram below:

1.3.1 Availability

The most commonly used measure is that of Availability; this is the ability of a service, component or an IT component to perform its agreed function when required. Hence it is

used in the context of applications, IT services and IT components. It can be measured using the following formulae:

$$\text{Availability} = \frac{\text{Achieved Uptime}}{\text{Agreed Uptime}} \times 100$$

$$\text{AST\%} = \frac{\text{AST} - \text{DT}}{\text{AST}} \times 100$$

AST=Agreed Service Time
DT=Downtime

Availability (also called 'uptime' is an example that of a 99.5% availability.

1.3.2 **Reliability** is the ability of an IT component or service to perform its function when required. In other words, How long an IT component or service can perform without failure. It is also defined as freedom from operational failure.

It's more focussed on the *frequency* of failure than the *duration* (which is covered by availability). Reliability can be measured by any of the following formulae:

$$\text{Reliability (MTBF)} = \frac{\text{Agreed Service Time (AST)} - \text{Downtime}}{\text{Number of Service Breaks}}$$

Mean Time Between Failures/MTBF (uptime)

$$\text{Reliability} = \frac{\text{Agreed Service Time (AST)}}{\text{Number of Service Breaks}}$$

Mean Time Between System Incidents/MTBSI (uptime)

Hence MTBF and MTBSI as described above are two methods of measuring reliability.

1.3.3 Maintainability

Maintainability is a measure of how quickly and effectively an IT component or IT service can be restored to normal working after a failure

the implementation of service requests as described within this SLA. Support of the service will be based upon the workload limits mentioned within this SLA.

Following are some additional responsibilities which may be added here:

- The service provider will discuss reports with the customer on a monthly basis in order to improve the quality of services and better align services with the customer expectations and need
- The service provider will ensure ownership of all complaints with a designated support resource until it has been closed off satisfactorily
- The service provider will follow the prioritisation of incident or support requests as mentioned within this agreement.

1.3.4 Customer responsibilities

The customer is responsible for the proper use of the services provided. This pertains to this Service Level Agreement (SLA) and other obligations related to use of the service.

Following are some others which may be added here:

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- Staff from the customer-side will abide by the organisational HR policies and procedures as it pertains to the responsible use of the service provider's assets and services
- Contractors will abide by their similar contractual obligations as have been agreed within the legally binding contracts
- The customer is responsible to provide complete and accurate information at their disposal when contacting the service desk
- The customer is to make themselves available on-site as agreed with the service desk (for on-site support) and by phone as agreed (for remote support)
- The customer will follow the escalation process as described within this SLA and not progress to further levels before the preceding ones have been contacted.

1.4 CHARGING (IF APPLICABLE)

Where charging is in-place, then to describe the charging policy and model. To include invoicing procedures and payment conditions etc. This may also include bonuses where performance is above a certain level and penalties where service levels are breached beyond an agreed level.

1.5 SERVICE REPORTING AND REVIEWING

Include details related to the reports covering areas such as:

- The content of the reports, including for example:
 - Availability
 - Reliability
 - Recovery from disaster
 - Support Response Time
 - Support Resolution Time